What is claimed is:

1.   A method for network management comprising the steps, performed by a processor, of:

receiving identification data corresponding to a customer in a network;

accessing a database for stored information corresponding to the customer identification

5   data; and

providing actual circuit path information corresponding to a customer service based on

the stored information, wherein the actual circuit path information is used to generate a graphical

representation of heterogeneous network components supporting a specific service for the

customer.

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2.   The method of claim 1, wherein the database stores information according to a

generic information model.

3.   A method for network management in a network comprising the steps, performed

by a processor, of:

populating a permanent database with network component information, the permanent

database storing the network component information according to a generic information model;

5   receiving customer identification data corresponding to a customer in the network;

accessing the permanent database for network component information corresponding to

the customer identification data; and

providing actual circuit path information corresponding to a customer service based on the stored information, wherein the actual circuit path information is used to generate a graphical

10   representation of heterogeneous network components supporting a specific service for the customer.

4.   The method of claim 3, said populating step further comprising:

sending component access information to an element management system, the element management system retrieving network component information from at least one component in the network;

5   receiving the network component information from the element management system; and

storing the network component information in the permanent database.

5.   The method of claim 3, further comprising:

updating the permanent database based on an automatic event.

6.   The method of claim 3, further comprising:

updating the permanent database based on a manual event.

7.   The method of claim 5, said updating step further comprising:

collecting new network component information;

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storing the new network component information in a temporary database;

comparing the temporary database with the permanent database; and

5   modifying the permanent database according to comparison rules.

8.   The method of claim 6, said updating step further comprising:

collecting new network component information;

storing the new network component information in a temporary database;

comparing the temporary database with the permanent database; and

5   modifying the database according to comparison rules.

9.   A user interface for network management, comprising:

a first view showing text input by a user indicative of customer identification data

corresponding to a customer in a network, wherein the customer identification data is received by

a server accessible by the user;

5   a second view showing stored information corresponding to the customer identification

data, wherein the server accesses a database to retrieve the stored information and provides actual

circuit path information corresponding to a customer service based on the stored information to

the user interface; and

a third view showing a graphical representation of a customer path corresponding to the

10   actual circuit path information.

10.   The user interface of claim 9, further comprising:

a fourth view showing internet protocol (IP) addresses corresponding to components in the customer path.

11.   The user interface of claim 9, further comprising:

means for showing detailed information on a component in the customer path.

12.   The user interface of claim 9, wherein the database stores information according to a generic information model.

13.   The user interface of claim 9, further comprising:

means for testing a component in the customer path.

14.   The user interface of claim 9, wherein the first view, second view, and third view are displayed simultaneously.

15.   A user interface for network management, comprising:

a first view showing text input by a user indicative of customer identification data corresponding to a customer in a network, wherein the customer identification data is received by a server accessible by the user;

5   a second view showing stored information corresponding to the customer identification

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data, wherein the server accesses a database to retrieve the stored information and provides actual

circuit path information corresponding to a customer service based on the stored information to

the user interface; and

a third view showing a graphical representation of heterogeneous network components

10   supporting a specific service for the customer corresponding to the actual circuit path

information.

16.   A method for network management comprising the steps, performed by a

processor, of:

receiving identification data corresponding to a customer in a network;

accessing a database for stored information corresponding to the customer identification

5   data; and

providing actual circuit path information corresponding to a customer service based on

the stored information, wherein the actual circuit path information is used to generate a graphical

representation of a customer path.

17.   A method for network management in a network comprising the steps, performed

by a processor, of:

populating a database with network component information, the database storing the

network component information according to a generic information model;

5   receiving customer identification data corresponding to a customer in the network;

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accessing the database for network component information corresponding to the customer

identification data; and

providing actual circuit path information corresponding to a customer service based on

the stored information, wherein the actual circuit path information is used to generate a graphical

10   representation of a customer path.